

Summary:

Highly analytical and detail-oriented professional with extensive experience in software solutions and systems. Demonstrated expertise in project management, system implementation, and data analysis. Skilled in delivering exceptional customer service and building strong working partnerships. Adept at troubleshooting and resolving system issues. Seeking opportunities to contribute to the development and maximisation of IT systems to drive efficiency improvements and provide data-driven insights.

Key Skills:

- Application & Systems Management
- Project Management
- Data Analysis
- Customer Support
- Software Training
- Troubleshooting & Issue Resolution
- Communication & Engagement

Work Experience:

Swindon Borough Council • Full-time • 03/2023 - Present

SEND Finance

- Led business change projects to optimise SEN commissioning finance, resulting in improved payment processing and increased efficiency.
- Provided financial and commissioning support to senior management, ensuring effective budget allocation and resource utilisation.
- Coordinated place planning for SEN, maintaining an overview of specialist provision placements to inform commissioning decisions.
- Monitored and reported on a £6 million budget, ensuring compliance with financial regulations and policies.

Slough Children Services • Full-time • 01/2017 - 09/2022

Service Manager

- Prepared reports on policy, regulations, and service performance, contributing to improved departmental performance.
- Led a collaborative team of 5 staff, solving problems and driving positive outcomes.
- Executed business plans and strategies, ensuring smooth operations and service delivery.
- Tracked compliance with regulations and policies related to customer health needs.

Achievements:

- Delivered 150% increase in stakeholder engagement over 6 months, exceeding goals and transforming outcomes for client-focused organisation.
- Evaluated and analysed budget spend, contracted new suppliers, and implemented digital invoicing, resulting in a savings of 18% and prompt payment of 72% of invoices.

- Awarded "A Star of the Year" and "A Star Award" in 2017 for exceptional work ethic, contributions, and dedication to the organisation.

Social & Health Insurances • Sint Maarten • Full-time • 10/2014 - 12/2016

Finance Officer

- Appointed as finance rep during construction of office buildings for commercial hire.
- Served as the main contact for inbound workflows from key stakeholders, ensuring quality and efficient processing.
- Implemented automated payment processes, resulting in increased efficiency and reduced processing time.
- Managed debtor and creditor responsibilities, overseeing payment transactions.
- Maintained stakeholder engagement with the Tax and Customs Administration.

Achievements:

- Improved payment processing through the implementation of automated BACS payments, reducing year-end processes from 3 to 1 month, a 67% increase in efficiency.

Technology & Systems Manager • Sint Maarten • Full-time • 03/2011 - 09/2014

- Lead and support Technology projects, including system configuration changes and implementation.
- Manage the helpdesk and provide excellent customer support to ensure timely responses and resolution of queries.
- Perform user acceptance testing of software upgrades and communicate changes to stakeholders.
- Review business processes and offer advice on software utilisation for efficiency improvements.
- Ensure system compliance with legislation and regulations.

Volunteer Experience:

- Mentor for at-risk Youth - GIFTED Foundation • St. Maarten • positive entertainment & youth development
- Board Member - iDad Foundation • St. Maarten • challenging fathers to step up and be active
- Project Planner - Youth2Xtreme Foundation • St. Maarten • Impactful events for Caribbean youth.

Education & Training:

Master in Business Administration

Oxford Brookes University • Oxford • GPA: Merit • 03/2019 - 09/2022

Prince 2 Project Management

Axelos • 09/2021